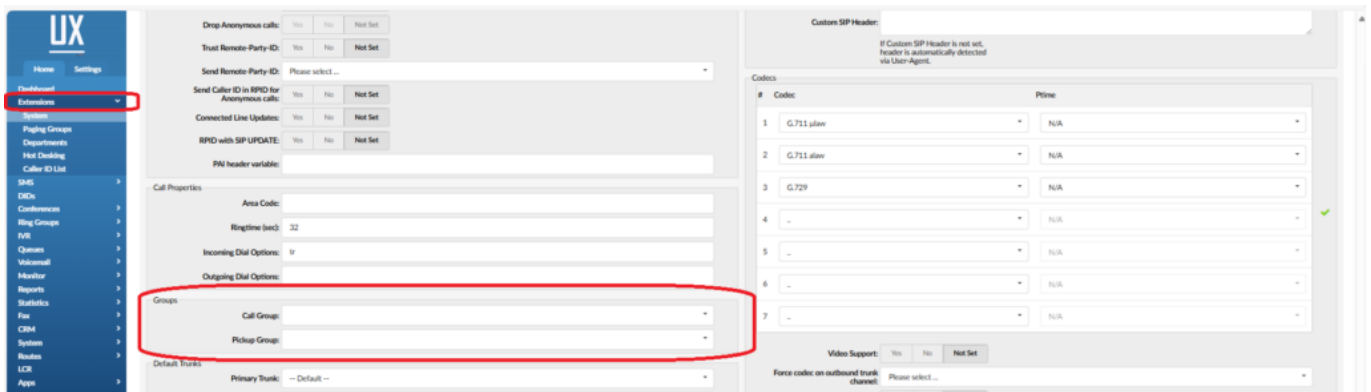# Call & Pickup Groups

The call pickup feature allows users to answer calls ringing on the other extensions within their group or to a specific extension, without having to physically go to that phone. Administrations access is required to place the extension in their groups.

To access the settings log into the system https://ux.firelinecommunications.com, click on extensions and scroll down to Groups.

Call Groups

To allow an extension to be picked up by another extension when ringing you place the extension into a call group.

To place an extension in a call group, select the call group drop down list and select the call groups you would like the extension to be a part of. You can place an extension in only one call group.

Pickup Groups

To allow the extension to pick up other ringing extensions, place the extension in the associated pickup group.

To place the extension in the pickup group you would like the extension to participate in, select the pickup group drop down list and select the associated Pickup group. You can have one extension be a part of multiple pickup groups.